



Terms & Conditions

Last updated: September 2026

1. About SkillZone Soccer

SkillZone Soccer is the overarching brand under which a number of football coaching and player-development businesses operate.

The SkillZone Soccer brand includes programmes and services operated by:

Platinum Soccer Centres Surrey Limited

Company No. 11292050

Platinum Soccer Centres Hampshire Limited

Company No. 13517427

Platinum Soccer Centres Middlesex Limited

Company No. 14925847

Platinum Plus Soccer Centres Ltd

Company No. 16580355

Registered office:

3 Anchor Crescent, Knaphill, Woking, England, GU21 2PD

The SkillZone Soccer brand also includes Development Centres, camps, fixtures, tournaments, events and other football coaching and player-development services operated by the relevant SkillZone Soccer company.

The company operating the programme or service for which you or your child is registered is the business providing that service and will normally be the contracting party.

Throughout these Terms & Conditions, **“SkillZone”, “SkillZone Soccer”, “we”, “us” and “our”** refer to the SkillZone Soccer brand and/or the relevant company providing the programme or service.

By registering a player, accepting a place, purchasing a membership or booking a SkillZone Soccer service, you agree to these Terms & Conditions.

2. Registration and Membership

Players may be required to attend a trial or assessment before being offered a place within certain SkillZone Soccer programmes.

Attendance at a trial or assessment does not guarantee an offer of membership.

Places are subject to availability and, where relevant, the player meeting the appropriate standard for the programme.

Parents and guardians are responsible for ensuring that all information provided during registration is accurate and kept up to date.

Membership is personal to the registered player and cannot be transferred to another person without our prior agreement.

3. Rolling Monthly Membership

Unless expressly stated otherwise when registering for a particular service, **SkillZone Soccer memberships operate on a rolling monthly basis.**

There is no fixed annual membership term.

Membership automatically continues from month to month until cancelled in accordance with Section 4.

Monthly membership reserves the player's place within their relevant programme, centre and training group.

Membership fees are therefore payable regardless of individual attendance.

4. Cancelling Your Membership

You may cancel a rolling monthly membership at any time by providing **one month's written notice.**

All membership cancellation requests must be sent by email to:

membership@skillzonesoccer.co.uk

The one-month notice period begins on the date we receive your cancellation request.

Membership fees remain payable during the notice period and the player remains entitled to attend their normal sessions during this period.

For example, if we receive your cancellation request on **10 October**, the membership will end on **10 November**. Any membership payment falling due during that notice period remains payable.

We will acknowledge your cancellation request by email. You should retain this acknowledgement as confirmation that your cancellation has been received.

The following do **not** constitute cancellation of membership:

- cancelling a Direct Debit or other payment instruction;
- telling a coach verbally;
- sending a message to a coach;
- stopping attendance at sessions; or
- notifying another email address without sending the cancellation request to the membership address above.

Failure to attend sessions does not remove the requirement to provide one month's notice.

5. Membership Fees and Payments

The membership fee applicable to your programme will be made clear when you register or accept a place.

Membership fees may vary between programmes and centres.

Payments are collected monthly using the payment method agreed during registration.

Membership fees reserve the player's ongoing place within the programme and are not calculated according to individual attendance.

We may review membership fees from time to time.

Where the monthly fee for an existing membership is changing, reasonable advance notice will be provided before the new fee takes effect.

If a payment is declined or remains outstanding, we may contact the account holder to arrange payment.

We reserve the right to suspend participation where membership fees remain unpaid.

Persistent non-payment may result in termination of membership. Any outstanding sums already due will remain payable.

6. Trials, Assessments and Player Placement

Certain SkillZone Soccer programmes operate on an assessment, invitation or ability-based basis.

Our coaching team will determine the programme and training group considered most appropriate for each player based on factors including:

- age;
- current ability;
- developmental needs;
- training experience;
- group dynamics; and
- available places.

Players may be moved between training groups or recommended for different SkillZone Soccer programmes where our coaching team considers this appropriate.

Placement within a particular training group, squad or programme is not guaranteed indefinitely and may be reviewed as the player develops.

Where a significant change is proposed, we will normally communicate this with the parent or guardian.

7. Sessions and Attendance

Players should arrive in sufficient time for their session and wear appropriate clothing, footwear and any required programme kit.

Parents and guardians are responsible for ensuring players are safely delivered to and collected from sessions unless alternative arrangements have been expressly agreed.

Membership fees are not calculated according to attendance.

Refunds or credits will therefore not normally be provided where a player:

- chooses not to attend;
- is on holiday;
- has another commitment;
- arrives late; or
- otherwise misses a scheduled session for personal reasons.

Where a player is unable to participate for an extended period because of exceptional circumstances, we may consider the situation individually, but are not obliged to suspend membership unless agreed in writing.

8. Player Development and Coaching Decisions

SkillZone Soccer operates as a player-development environment.

Coaching decisions are made by appropriately appointed members of our coaching team.

These decisions may include:

- training-group placement;
- session content;
- individual development priorities;
- playing positions;
- squad selection;
- fixture participation; and
- progression between programmes.

Parents and guardians are encouraged to support their child's development but must respect the professional role of our coaches and allow them to lead the coaching process.

9. Fixtures, Matches and Tournaments

Depending upon the programme, membership may include or provide opportunities to participate in:

- fixtures;
- match nights;
- festivals;
- tournaments;
- development matches; and
- other competitive events.

Participation in a SkillZone Soccer programme does not necessarily guarantee selection for every fixture or event.

Squads, player involvement, playing positions and playing time may vary according to developmental objectives, player availability, opposition, competition requirements and coaching considerations.

Fixtures and events may be rearranged or cancelled at short notice because of circumstances outside our reasonable control.

10. Changes to Sessions and Programmes

We may occasionally need to make reasonable changes to:

- session times;
- venues;
- coaches;
- training groups;
- programme structures;
- fixtures; or
- the format of a session.

This may be necessary because of player numbers, facility availability, coaching requirements, player-development considerations or other operational circumstances.

Where a significant change materially affects an existing membership, we will provide reasonable notice wherever practicable.

11. Cancellation of Sessions

Sessions may occasionally need to be cancelled because of circumstances including:

- severe weather;
- unsafe playing conditions;
- facility or venue closure;
- coach illness or unexpected unavailability;
- safeguarding or safety concerns; or
- other circumstances outside our reasonable control.

Where reasonably possible, we will notify parents and guardians in advance.

Where **SkillZone Soccer cancels a session**, we will determine an appropriate response taking account of the circumstances.

This may include:

- a replacement session;
- alternative provision;
- account credit; or
- another reasonable arrangement.

A refund or credit will not automatically be due for every cancelled session, particularly where cancellation results from circumstances outside our reasonable control.

Nothing in this section affects your statutory consumer rights.

12. Medical Information and Fitness to Participate

Parents and guardians are responsible for providing accurate and current information regarding any medical condition, injury, allergy, medication, disability or additional need that may affect a player's participation.

Relevant changes should be communicated to us promptly.

Players should not participate where they are unwell, injured or have been advised by an appropriate healthcare professional not to undertake physical activity.

Coaches may prevent or stop a player from participating where they reasonably consider that continued participation may present a safety concern.

13. First Aid and Emergencies

Appropriate first aid may be provided where required.

Where necessary, our staff may contact emergency services.

We will make reasonable attempts to contact the player's parent, guardian or emergency contact.

Where immediate action is required and a parent or guardian cannot be contacted, we will act reasonably in the interests of the child's health and welfare.

14. Safeguarding

The welfare and safeguarding of children and young people participating in SkillZone Soccer activities is a priority.

Players, parents, guardians, coaches and staff are expected to comply with our safeguarding procedures and appropriate standards of behaviour.

Safeguarding concerns will be handled in accordance with our safeguarding procedures.

Where we reasonably believe that a child may be at risk, relevant information may be shared with appropriate safeguarding professionals, governing bodies, schools, local authorities, police or other relevant organisations where necessary and lawful.

15. Player, Parent and Spectator Behaviour

Players, parents, guardians and spectators are expected to behave respectfully towards:

- coaches;
- players;

- other parents and families;
- officials;
- opposition teams;
- venue staff; and
- members of the public.

We will not tolerate abusive, threatening, discriminatory, intimidating, aggressive or persistently disruptive behaviour.

Parents and guardians must not interfere with coaching delivery, repeatedly instruct players during sessions or enter training areas without permission where doing so may disrupt coaching or create a safety concern.

Serious or repeated misconduct may result in an individual being asked to leave a session or venue.

Where behaviour is sufficiently serious or persistent, we reserve the right to terminate the player's membership.

16. Photography and Video

Photography and video may be used during SkillZone Soccer activities for appropriate purposes including:

- coaching and player development;
- coach education;
- internal training;
- programme review; and
- promotional content.

Where consent is required for promotional use of identifiable images of children, appropriate parental or guardian consent will be obtained.

Photography and video will be managed with appropriate regard to safeguarding and our Privacy Policy.

17. Personal Property

Players and families are responsible for their own clothing, equipment and personal belongings.

We cannot accept responsibility for loss, theft or damage to personal belongings unless caused by our negligence or where liability cannot lawfully be excluded.

We recommend that valuable items are not brought to training sessions.

18. Physical Activity and Risk

Football and physical training involve an inherent risk of injury.

We take reasonable steps to provide:

- an appropriate coaching environment;
- suitably qualified or experienced coaches;
- appropriate session planning; and
- reasonable safety procedures.

Players are expected to follow reasonable instructions given by coaches.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury resulting from our negligence.

19. Ending Membership by SkillZone Soccer

We reserve the right to suspend or terminate membership where there is:

- persistent non-payment;
- serious or repeated misconduct;
- a significant safeguarding concern;
- behaviour that places another person at risk;
- serious or repeated breach of these Terms; or
- another substantial reason that makes continued participation inappropriate.

Where reasonably appropriate, we will communicate the reason for the decision to the parent or guardian.

Where we terminate a membership other than because of serious misconduct, safeguarding concerns or non-payment, we will deal fairly with any membership fees paid for services that will no longer be provided.

20. Moving Between SkillZone Soccer Programmes

SkillZone Soccer operates a player-development pathway across a number of separate companies and programmes.

Players may therefore be invited or recommended to move between:

- Development Centres;
- Platinum Soccer Centres;
- Platinum Plus Soccer Centres;
- different geographical centres; or
- other SkillZone Soccer programmes.

Where a move involves joining a programme operated by a different SkillZone Soccer company, the parent or guardian may be required to complete a new registration and/or payment arrangement with that company.

The applicable membership fee may also change.

Any transfer will be communicated with the parent or guardian.

21. Personal Information

Personal information is handled in accordance with the **SkillZone Soccer Privacy Policy**.

Although the companies operating under the SkillZone Soccer brand are separate legal entities, limited information may be shared appropriately between them where necessary to provide our services, support player progression, administer fixtures, manage safeguarding or for another lawful purpose.

22. Online and Distance Purchases

Where a membership or other service is purchased online, by telephone or otherwise at a distance, you may have statutory cancellation rights under UK consumer law.

Where you expressly request that services begin during any applicable statutory cancellation period, you may be required to pay for services already provided before cancellation where permitted by law.

Your statutory rights are separate from the contractual one-month membership cancellation provision contained in Section 4.

Nothing within these Terms affects your statutory rights as a consumer.

23. Complaints

We aim to provide a high-quality service and resolve concerns promptly and fairly.

If you have a concern about a SkillZone Soccer programme, please contact us so that we have an opportunity to investigate and respond.

General enquiries and complaints should be sent to:

info@skillzonesoccer.co.uk

Membership cancellation requests must be sent separately to:

membership@skillzonesoccer.co.uk

24. Changes to These Terms

We may update these Terms & Conditions from time to time to reflect changes to:

- our programmes;
- operational arrangements;
- membership processes;
- the businesses operating under the SkillZone Soccer brand; or
- legal or regulatory requirements.

Where a material change affects an existing membership, we will provide reasonable notice where required.

25. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

The courts of England and Wales will have jurisdiction, subject to any mandatory consumer rights concerning jurisdiction.

Nothing within these Terms affects your statutory rights.

26. Contact Details

SkillZone Soccer

3 Anchor Crescent
Knaphill
Woking
England
GU21 2PD

General enquiries and complaints:

info@skillzonesoccer.co.uk

Membership cancellations:

membership@skillzonesoccer.co.uk

Telephone:

01483 270 160

When contacting us about a membership, please include the player's name and relevant centre so that your enquiry can be directed to the appropriate SkillZone Soccer company.

Membership Cancellation – Key Term

SkillZone Soccer memberships are rolling monthly.

You may cancel at any time by providing **one month's written notice** to:

membership@skillzonesoccer.co.uk

Membership fees remain payable during the notice period and membership remains active until that notice period has ended.